

IBMhq Test Case Execution Report

Test Case Name:Close Incident - 1

Requirement Name: CX

Execution Start Time:2020-08-10 22-06-43

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
24	24	0	Pass	NA

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

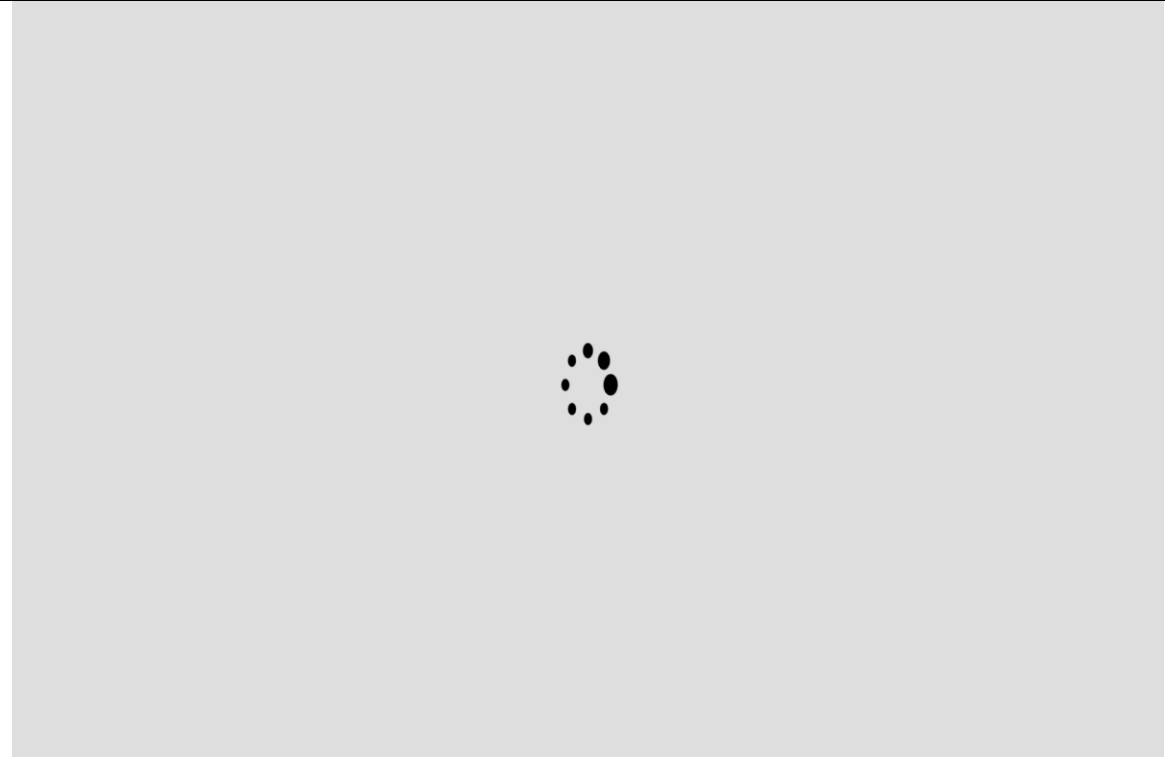
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass


Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



Step No:5

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:6

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass

ORACLE Service Cloud

Reference # 🔍 🏠 ★ + 👤 SA

Incidents ✕

🔍 Search ↻ Refresh 🔄 Reset | 📁 Open ▾ 📄 New ▾ 🖨️ Print ▾ 📋 Copy ▾ 📧 Assign ▾ 📝 Propose 📁 Fill Inbox ✕ Delete | 📖 Bookmark ⋮

Incidents

Subject	Status	Full Name	Queue	Date Last Updated ▾	Reference #	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		08/10/2020 10:03 PM	200730-000070	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004	
FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000	
Covid 19 Migrant Issue for digan ram	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002076	
Covid 19 Migrant Issue for Jalil Ansari	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002104	
Covid 19 Migrant Issue for Arshad Ansari	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002015	
Covid 19 Migrant Issue for rajendar prashad yadev	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002035	

989 Records

Step No:8

Step Description: Waittime

Expected Result: Waittime

Actual Result: The browser had waited (hard wait) for: 2 seconds

Status: Pass

ORACLE Service Cloud

Reference #

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Home

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Incidents

Search Refresh Reset Open New Print Copy Assign Propose Fill Inbox Delete Bookmark

Incidents

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989 Records

Sys Agent

Change Password

Help

About

Preferences

Sign Out

Step No:9

Step Description: Click Sign Out

Expected Result: Clicked Sign Out

Actual Result: The Element: SignOut is clicked

Status: Pass

 **ORACLE** Service Cloud

Reference #



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